

Department of Social Services

System Inventory Draft – for discussion 10/27/11

The Department of Social Services (DSS) Information Technology Services (ITS) division supports service delivery and field operations by maintaining, operating, developing, and enhancing information systems. ITS provides a full range of functions associated with the design, development, applications enhancement and support of DSS information technology systems hardware, software, and data communications. This includes the planning and definition, analysis and development, testing, implementation, operations and maintenance of mainframe and microcomputer systems as well as management of outside contracts, user assistance and help desk support, and management information reporting and statistical analysis/design services.

ITS manages and supports two (2) major/core computer systems – the Eligibility Management System (EMS) and the Connecticut Child Support Enforcement Systems (CCSES). In addition, ITS also manages and supports the PC LANs in the DSS Central Office and all regional offices, and numerous LAN-based and stand-alone PC applications. ITS systems interface with key computer systems developed and maintained under DSS contract with outside vendors, including Electronic Benefits Transfer (JP Morgan Bank), Medicaid Management Information System (HP), Child Care Management Information System (Saber / United Way), as well as numerous other agencies and organizations. ITS is extensively involved in efforts to enhance, expand and integrate this complex information technology infrastructure.

Eligibility Management System (EMS)

Connecticut's Eligibility Management System (EMS), which is among the nation's most comprehensive on-line, interactive welfare eligibility systems, has been duplicated by several other states. This mainframe system provides fully integrated data processing support for the determination of client eligibility, benefit calculation and issuance, financial accounting, and management reporting. EMS supports many of the agency's major programs such as Temporary Family Assistance (TFA), Medical Assistance (Medicaid and State Medical Assistance), Supplemental Nutrition Assistance Program (SNAP, formerly known as Food Stamps), State Supplement to the Aged, Blind, and Disabled, and the State Administered General Assistance (SAGA) Cash Program and the Refugee Assistance Cash and Medical assistance programs. EMS also supports the Managed Care Program and the TFA Diversion Program. The overall design of EMS allows on-line ability to update the system's parameters and tables. The system has been functional since 1989.

EMS determines eligibility and issues notices and benefits for around 400,000 assistance units and 550,000 clients each month. The database management system (DBMS) is IBM IMS. The system consists of over 210 databases, 50 VSAM files, 3025 COBOL programs, over 550 on-line screens, and 5.0 million lines of code. EMS runs on an IBM 2064-103 Z/OS R1.4 operating system at the State Data Center located at the Department of Information Technology (DOIT). Information is entered on-line from over 3,500 PC workstations across the state, with most of the processing of information occurring immediately. Production staff is on duty 24 hours a day to support the on-line system and the extensive batch processing, which is conducted at night and on the weekends. EMS

exchanges and matches data through extensive interfaces (approximately 33) with other state agencies and federal agencies, as well as with banks, insurance companies, and other entities in order to ensure the accuracy of information contained in the client and assistance unit database. A large proportion of application development activities involve enhancements to EMS to meet the ever-changing business needs of the agency.

On any given day, system transactions number 750,000 to 1,000,000, with response time averaging less than three seconds. Each month, approximately 300,000 cash benefits, SNAP benefits and medical cards are issued on time. An average of 200,000 notices and 100,000 worker alerts are generated each month from EMS.

Cash benefits are issued via Electronic Benefit Transfer (EBT) operated by J.P. Morgan, direct deposit or for a limited number of clients via check. SNAP benefits are issued via EBT. Eligibility for medical assistance can be verified real time using an electronic Eligibility Verification System (EVS). Also, EMS sends medical eligibility files to HP to process claims under their Medicaid Management Information System (MMIS), also known as interChange (iC).

The overall design of EMS allows on-line ability to update the system's parameters and tables, including eligibility parameters, cycle parameters, quality control sample selection, verification parameters, messages and codes, significant dates, administrative parameters. EMS is designed to allow a mass modification of selected programs or medical coverage groups in batch including generation of notices. It also allows on-line changing of fixed text of letters generated by the system and notices reason code text.

The major characteristics of EMS include:

1. Centralized Data Base: EMS is structured to maintain all of its information about clients and programs in a centralized IMS database. Staff is able to enter, retrieve, and update this information according to the security and access guidelines maintained by the system.
2. On-line Entry and Update of Information: Information regarding clients and services is entered on-line from PC's located in the regional and central offices. EMS is a menu-driven system, which means that the user's route through EMS is guided by Menus. Menus serve as the beginning point for system activities, and the options selected on the menus determine the specific screens to be used. Depending on what selection is made the system brings the user to a lower level or submenu. Based on the selections made by the user, the user is able to process information or optionally navigate through the system. A series of screen displays provides for the entry of application data and the update of client information for case maintenance. In these and other situations, when data is entered into the system, the EMS database is immediately updated and made available to all systems users.
3. Timely System Processing: Processing of information occurs immediately. The information associated with an integrated application, for example, is processed upon completion of data entry to provide an initial test of eligibility. Similarly, the effect on

benefit levels of a change in earned income is calculated immediately. In instances where immediate processing is not appropriate (e.g., check issuance, routine reporting, or certain interfaces to an external system), processing occurs on a batch basis, usually overnight.

Connecticut Child Support Enforcement System (CCSES)

The Connecticut Child Support Enforcement System (CCSES) is used to track all child support enforcement case referrals. TANF and Medicaid cases that meet the Child Support criteria are automatically transferred from the DSS' Eligibility Management System (EMS) to CCSES. The CCSES system supports the Child Support Enforcement Program, which is a multi-agency effort led by DSS and includes the Office of the Attorney General, the Support Enforcement Division of the Judicial Branch, and the Child Support Payment Processing Unit, contracted with Systems Method, INC (SMI). These agencies have a total of approximately 500 on-line users of CCSES located at 31 sites around Connecticut. The software operates in a Sun computer environment located at the Department of Information Technology Data Center (DoIT). The CCSES system is maintained and operated by Auctor Corporation., located in Indianapolis, Indiana, and in-house by our Microsystems-CCSES Support team.

The software features modules for case management, absent parent location, support order and paternity establishment, automated enforcement of delinquent child support orders and interfaces with the IV-A agency for referrals and other state agencies for absent parent location. There are approximately 200,000 child support cases on the system. CCSES performs automated case processing (ACP) functions. ACP automatically prompts certain actions in accordance with the timeframes required by the Federal government. For example, the system moves a case from intake status to locate status. Once in locate status, CCSES automatically performs matches against the data from other agencies. If there is a hit, the information is electronically transferred into the Locate History screen on CCSES. Enforcement actions are initiated by the system when child support payments are identified as delinquent.

The system is divided into the following modules: case data; scheduling; enforcement; payment processing; checkbook and ledgers; distribution, shares and incentives; reporting; other agency interfaces. The Department maintains detailed CCSES backup and recovery procedures. A CCSES user manual is available on-line.

PC Microsystems - Applications

The Microsystems Division provides a variety of computer based system and application support services in order to ensure the efficient operation of the Department's program and support divisions. The Division: develops/documents software for office automation applications; evaluates new hardware/software to improve program effectiveness;

procurement of hardware and software systems; and manages/maintains data management systems. The Division also develops web-based systems, including those designed for effective delivery of real-time data.

The PC Microsystems Unit also maintains 50+ existing systems.

ABI Waiver System	Administrative Hearings & Appeals
Affirmative Action	Affirmative Action Electronic Policy
Aids Insurance System	Alternate Care System (CHIP)
Applied Income Disposition Project	Assets Inventory System
Boarding Home Receivables	Client Fraud Investigation System
ConnMAP	Conservator of Estate
Convalescent Home System	Corrective Action Specialist System
CT AIDS Drug Assistance Program (CADAP)	CT Behavioral Health Partnership Web
CT Eligibility (CTEC)	CT Pharmaceutical Assist Contract to Elderly
Data Dictionary Maintenance Utility	DOL New Hire
Energy System	Eviction & Foreclosure Prevention
Food Stamp Management Evaluation (FSME)	Grantee Database
Housing	HUSKY Back to School
Intranet Phonebook	Asset Inventory (PC)
Invoice Check	Legislative Review System
Length of Service (Longevity)	Long Term Care (LTC) – Rate Setting
Medical Administration Mailing System	National Aging Program Inform. System
Ombudsman	Online Document Request System
Overpayment Management System	Paternity Acknowledgement
Petty Cash	Policy Mailing System
Presumptive Eligibility	Property Automated Forms
Purchasing Subscription System	Real Property
Reception Log	Regional Contracts
Regulation Approval Tracking App.	Requisition Tracking
Services System	TANF Claiming System
TANF Logs	Travel Authorization Reimbursement Track.
Utilization & Medical Review	Vocational Contracts
Worklog	

Vendor Supported Applications/Systems include:

interChange (iC) – Medicaid Management Information System – HP

DSS Decision Support System – Data Warehouse – HP

CCMIS - Child Care Management Information System – HP

ConneXion – SCHIP and Charter Oak Eligibility and Enrollment System – ACS